



*Serving San Bernardino, Inyo, and Mono Counties*  
*Tom Lynch, EMS Administrator*  
*Reza Vaezazizi, MD, Medical Director*

Effective Date: March 27, 2020  
Supersedes: N/A

## ICEMA EMERGENCY DIRECTIVE

**Whereas** a State of Emergency exists in San Bernardino County as a result of the threat of COVID-19; and

**Whereas** despite sustained efforts, COVID-19 continues to spread and is impacting all cities and unincorporated areas of San Bernardino County; and

**Whereas** it is imperative that First Responder agencies and transport providers maximize the number of available resources to maintain the ability to meet the anticipated response needs.

### IT IS HERBY DIRECTED THAT:

1. The San Bernardino County XBO COVID19 EMS Response Plan will be implemented effective immediately. Implementation will span across the Operational Area within the County of San Bernardino.
  - a. Response plans may not have a transport provider assigned to the initial dispatch.
2. Dispatch Centers may send the closest most appropriate ICMEA approved ambulance without concern for jurisdictional boundaries. This applies to all resources including public and private transport vehicles within the scope of the XBO COVID-19 EMS Response Plan.
  - a. Alternate assessment vehicles may be implemented and shall be fitted with equipment that is equivalent to the Fireline EMT-P (ALS) Pack Inventory (ICEMA Reference #4060).
  - b. Non-Ambulance Alternate Transport Vehicles may be utilized.
3. The newly developed emergency Assess & Refer Protocols will be implemented upon reaching the thresholds outlined in the XBO COVID19 Response Plan. Implementation will allow for the first responders to assess and identify patients whose condition does not require transport by 9-1-1 emergency ambulance.
4. Consideration may be given to decreasing the XBO COVID-19 Response Plan level:
  - a. After 48 hours of decreased call volume.
  - b. Restoration of adequate staffing levels.

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# XBO COVID19 EMS Response

Preparedness Level	DECISION POINT (Volume)	DECISION POINT (Resources)	ACTION	RESPONSE
Level 0 (Surveillance)	State of Emergency Declaration (Federal/State/County/Local)	#1	Situational Monitoring through the Emergent Infectious Disease Tool (EID) *ICEMA approved protocol *Implement ECNS and/or Pulsara Solution	Standard Response (First Responder ALS / BLS + AMB)
	Sustained Surge 5% increase of 911 call volume (over an operational period)		"Assess and Refer" Protocol(Alpha/Omega) Response	

## Implement Full EMD Determinate completed prior to dispatch of resources / No-Voice Dispatch if Capable

Level 1 (Low Triage-Referral of Alpha Response)	Sustained Surge 25% increase of 911 call volume (over an operational period)	OR	Impactful Staffing Reduction (Decrease in total staffing of 30%)	#2	Single Non-Transport Unit (Alpha/Omega) Response	Closest Any Type First Responder Resource (No ALS Ambulance but consider BLS Ambulance)
Level 2 (Moderate Triage-Consider referral for Charlie Response)	Sustained Surge 50% increase of 911 call volume (over an operational period)	OR	Significant Staffing Reduction (Decrease in total staffing of 40%)	#3	No (Alpha/Omega) responses	No response to Alpha calls
Level 3 (High Triage- consider referral of Delta Response)	Sustained Surge 75% increase of 911 call volume (over an operational period)	OR	Severe Staffing Reduction (Decrease in total staffing of 50%)	#4	<ul style="list-style-type: none"> <li>* Utilize BLS Ambulances</li> <li>* Consider reduced response for (Charlie)</li> <li>* Consider Alternative Transport Vehicles</li> <li>* Consider Interagency-Cross Staffing</li> <li>* Consider Elimination of EID Tool</li> <li>* Consider Suspension of Base Station Contact or Single County Base Station</li> </ul>	TBD based on Resource Availability
Level 4 (Suspend dispatching to EMS responses unless CPR in progress)	Sustained Surge 100% increase of 911 call volume (over an operational period)	OR	Extreme Staffing Reduction (Decrease in total staffing greater than 50%)	#5	<ul style="list-style-type: none"> <li>* Referral of (Charlie) responses and reduced for (Delta) responses</li> <li>* Utilize Alternative Transport Vehicles</li> <li>* Utilize Interagency-Cross Staffing</li> </ul>	Call back incidents with no response (Pulsara/ECNS/Teleconference Model)
		OR		#6	No 911 Response to EMS Calls/Establish Field Treatment Site (FTS)	Available First Responders Report to FTS "Assess and Refer" "Assess/Treat/Release" "Assess/Treat/Transport"